

**Docket No. SA-537**

**Exhibit No. 6-C**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

Attachment 2 - Flight Attendant Interview Summaries

(14 Pages)

**Interview:** Ms. Lee Yoon Hye, Cabin Manager (Door 1L, Aft facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1018-1219  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 41      **Height:** 169 centimeters      **Weight:** 58 kilograms

Cabin Manager Lee stated that the crew boarded the flight together at Incheon International Airport. Her preflight duties as cabin manager are to lead the cabin crew briefing. She recalled reminding the cabin crew of their safety and security procedures. The cabin manager supervised the entire flight and watched the cabin crewmembers perform their duties. After her briefing, the captain provided a standard briefing, primarily covering the security alert level, prior to the flight. He also instructed the cabin crew to reference their manuals. She was responsible for conducting a preflight announcement to passengers. Flight Attendant (F/A) L2A was responsible for the remainder of the announcements for the flight. The preflight safety demonstration was performed by video in both Korean and English. There are subtitles available in Chinese and Japanese, depending upon the route. The cabin announcement subtitles are chosen by the Cabin Manager. Based upon her observation of the large number of Chinese passengers on board she selected Chinese subtitles but did not actually observe the subtitles on the screen.

All of the cabin procedures before and during the flight were normal. All of the takeoff and cruise portions of flight were also normal. When the 10,000 ft. signal was given the flight attendants conducted a cabin check, verifying that seatbelts were fastened, tray tables were up and also performed a check of the galley. She personally performed a seatbelt check of the entire cabin and did not observe any noncompliance with seatbelt usage requirements.

She took her jumpseat. Fastened her restraint, and performed a 30 second review. She was seated on the aft-facing jumpseat at door 1L. She heard the landing signal and then, just before touching down, the airplane pitched up rapidly. That was her first indication that anything was wrong. When the airplane's tail struck the ground she described the impact as "a severe hard landing," but she did not realize it was an accident until the airplane began rolling. She was thrown side-to-side but remained in her jumpseat. Items were flying around in the cabin. When the airplane stopped, she looked at the flight attendant across from her (L1B) and observed that she did not appear to be injured. She told F/A L1B to check on the cockpit and find out their status. The cockpit door was closed for landing. She heard F/A L1B knock and the door was opened immediately. She heard a pilot say "I'm fine." She then unfastened her restraint without difficulty, got up, went to the cockpit, and asked them "should we evacuate?" They answered "No, please wait." She went back to her position and noted that the passengers were still seated. She made an announcement "Passengers please be seated until further notice." Her P/A operated normally as did the cabin speakers. Immediately after making the announcement, she heard "evacuate!" She estimated this was approximately 10-15 seconds after the flight crew advised her not to evacuate. She was not sure where the command to evacuate

came from or whether it was a live voice or a P/A announcement, but she immediately opened the 1L door when she heard it. The door opened with no difficulty. She opened the doors every year in training. Passengers were right behind her immediately and she had to tell them to wait for the slide/raft to finish inflating. She ordered them to stay at the bottom and help others off but they did not comply with these commands.

The R1 flight attendant's husband was seated at 3A. During the evacuation she heard him shouting his wife's name and was looking for her. That's when she noticed the slide/raft at door 1R was inflated inside the cabin. She could not see F/A R1. She heard a loud "bang" when the slide/raft was punctured. She noted that there was an off duty pilot seated in 1D but she did not see him puncture the slide/raft.

After she finished evacuating passengers at her exit she ran to the 2L door. She saw smoke, but no fire. She did not recall the color of the smoke. Passengers were still evacuating from door 2L. F/A L2A was at door 2L commanding the evacuation. She heard crying and someone yelling "help me!" The entire galley between doors 2L and 2R was filled with the inflated slide/raft from door 2R. She went back into business class and crossed over to the right side of the airplane through row 6 and she saw F/A R2A trapped by an inflated slide/raft at door 2R. She was on the floor and her legs and feet were pinned against the edge of the galley across from her jumpseat. She saw the slide/raft blocking door 2R and the flight attendant's legs were pinned. She tried to free her but was unable to do so – it was "too tight." She smelled a burning smell and reported it was difficult to breathe. She took one breath from a passenger oxygen mask hanging down from a passenger service unit.<sup>1</sup> She did not retrieve a PBE because there was not enough time. She did not see anyone else using one.

She checked B-zone and it was empty – all of the passengers were gone. She went to C-zone to check, it was very hard to breathe due to the smoke. She had retrieved a flight attendant uniform jacket from near door 2R and held it over her mouth to help her breathe. The 3R door was open. She saw about 20 passengers standing in the back. Some passengers were getting their bags from the overhead bins. It was a mix of Korean and Chinese passengers. She heard 3L flight attendant commanding the evacuation in the C-zone. She saw an elderly man in seat 29D who was bleeding and appeared to have fainted. A foreign passenger she believed may have been an American wearing "white clothes" said that he would help the man. She did not see what happened to them.

She continued shouting her evacuation commands to the passengers standing around in the back, "Come this way!" They came to door 3R as door 3L was closed. A woman had a broken leg and told her "I can't jump. Please help me!" The 3R door slide/raft had not inflated and there was a drop to the ground. She helped the passenger forward to the 2L door because she knew there was a slide/raft there.

While taking the passenger forward she saw a fire "inside and outside" the window area at 10HJK. The seats were not on fire. She did not see F/A L2A at the 2L door but she did see the instructor captain who had been seated in the first officer's seat. She saw Captain Lee Jung

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<sup>1</sup> She did this a total of three times – twice when she was assisting the trapped flight attendant at door 2R and a third time when she went into C-zone. The third time there was no oxygen.

Min come from B-Zone into C-zone and asked him to help the passenger in C-zone. F/A R2A was still trapped by the slide. She heard “Help me!” and saw the flight attendant still trapped at the 2R door. The 2R slide/raft had inflated into the galley. She could not move it. She got a knife from the galley and gave it to First Officer Bong. He hit the slide/raft with the knife and it went “bang!” He then asked for a fire extinguisher and she gave him one. He fought the fire while she helped pull F/A R2A out. She tried to double check the C-zone to make sure all the passengers were out but there was too much black smoke from “floor to ceiling.” She helped F/A R2A off of the airplane down the 2L slide/raft and F/O Bong came down after them. She believed all of the passengers had evacuated by that time. F/A R2A did not have shoes on. She offered F/A R2A her shoes, but she ran off barefoot.

She saw two groups of passengers outside. One group was near the front and one group was in the rear. She did not see any passengers in need of assistance near the 2L slide/raft. There were already fire vehicles there, but did not remember how many or what color they were. She also did not remember seeing any firefighters inside the airplane. She recalled that while she was assisting passengers evacuating from door 3R she had seen firefighting material (foam) coming in from the ceiling. That was when she realized firefighting had begun. The floor was slippery in the cabin and people were falling down, but she did not fall.

She walked to the back of the airplane. Someone approached her and said there was a flight attendant who was seriously injured. She found the 3R flight attendant lying on the ground behind the airplane. She was covered in blood but she was not sure if it was her blood or someone else’s blood. An emergency responder was with her, but left so she sat with her until another responder asked Cabin Manager Lee to come with them. At this point she noticed her tailbone was painful.<sup>2</sup> She took care of injured passengers, helping them get into ambulances. She saw passengers getting on a shuttle or ambulance. She saw the female passenger from 42E with a broken leg. She went to the St. Francis Hospital with two Korean women. She was diagnosed with a fractured tailbone

She reported that a couple seated in seats 10F and 10G had a lap-held infant and there were two unaccompanied minors in seats 11A and 11B. After she evacuated she specifically looked for them to make sure they were safe. She found the couple with the lap-held infant along with the infant’s grandparents (who had been in a different part of the cabin) all gathered outside. The infant did not appear to be injured. She also checked on the unaccompanied minors. They had been sick during the flight and she recalled them very clearly. She found them outside of the airplane. She believed that F/A L2A had helped them off. There was no special briefing provided for parents with lap children, but information was included on the preflight video safety presentation. She recalled that there were three passengers who required wheelchair service to board the airplane. F/A 2LA was responsible for boarding those individuals and she did not know how they evacuated. When asked about Asiana’s evacuation policy for flight attendants, Cabin Manager Lee’s translated response was that “in an unexpected landing or emergency with an evacuation, first they have to have permission or decision by cockpit crew, but if they have failed to contact the cockpit members, they can decide for the

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<sup>2</sup> When asked she stated that the injury had occurred during impact.

evacuation... but if so severe conditions outside aircraft such as fire surrounding the aircraft... any other crew members (cabin attendants) can decide the evacuation.”

**Interview:** Ms. Lee Jin Hee, F/A L1B, (Door 1L, Forward facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1645-1725  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 32      **Height:** 168 centimeters      **Weight:** 58 kilograms

Flight Attendant Lee Jin Hee (F/A L1B) had 11 years of experience as a flight attendant with Asiana Airlines. She recalled that the briefing for this flight was held earlier than normal and it was longer than normal. The cabin manager had a lot to say. For example, she pointed out the location of all of the emergency equipment. The captain's briefing, which was provided on the airplane, was comprehensive and normal. He included flight time, weather, and safety information. Business class on this airplane had different seatbelts and that required her to check each person individually before takeoff and before landing.<sup>3</sup> She said there were 30 business class seats and 21 passengers. Prior to landing she checked every single seat in the A-zone to ensure all of them were properly fastened and felt that was the reason there were not any injuries in that area. She stated 2 pilots were sitting in business class seats 1D and 1G. She stated 1D (Mr. Bong) went to the cockpit prior to landing at about 10,000 feet.

After the first impact she thought it was just a hard landing. Then she felt the airplane "shaking... like turbulence." The closet adjacent to her jumpseat was where flight attendants usually stowed their cosmetics and aprons. She checked before landing and it was double locked, but things fell out and hit her in the face.

When the airplane came to a stop the cabin manager directed her to check on the cockpit. She knocked and the door opened, so she yelled back to Cabin Manager Lee "They're OK." The cabin manager came up to the cockpit and she went back to watch the cabin. She reported that oxygen masks were hanging down and passengers were starting to get up. She stood at row 1 and 2 and said to them, "we don't know what's going on yet, so please just remain seated." Passengers did not comply.

Immediately after saying that she heard F/A L2A yell "Fire!" in English at door 2L. She went back to door 1L and the cabin manager was already there. She heard a man's voice say "evacuate!" She was not certain whether it was over the P/A or not. She was also not certain who said it, but she thought it might have been the captain previously seated at 1D. She looked down the aisle and saw F/A R2A rotating the handle to open door 2L, and also saw Cabin Manager Lee opening the 1L door. She started yelling for passengers to "Come here!" She did not see any light at door 1R but knew door 1L was usable so she just directed people out of 1L. After all of the business class passengers had evacuated she made her way back toward door 2L and saw that Cabin Manager Lee was already there. F/A L1B went around checking to make sure the A-zone to make sure the passengers were all evacuated and no one had fallen down. She did not see smoke in the A-zone cabin. She did see something blocking the 2R door, but did

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<sup>3</sup> She reported that 4 or 5 Asiana airplanes were equipped with these business class seats that had shoulder harnesses.

not know it was the slide/raft. She said she checked the lavatories behind the cockpit and reported they were all clear. She saw her personal belongings on the floor that had come out of a bin so she picked them up and threw them in the lavatory. No one else was coming to the front of the airplane at that time.

She saw that the 1R door slide/raft had inflated inside the airplane and did not see or hear anything from the flight attendant. Flight attendant R1's husband<sup>4</sup> was there with F/A L2B trying to remove her from the slide/raft and she helped them get her out. She grabbed her left leg and another flight attendant grabbed her right leg while her husband held her arms. She was unconscious, her face was purple and she saw her vomit. She said four of them - the injured F/A, her husband, herself, and F/A L2B – evacuated together down the 1L slide/raft. The slide/raft was flat because of the lack of landing gear so they did not go down quickly. She helped direct rescue personnel to injured passengers outside the airplane. She went to a hospital with F/O Bong but did not have any injuries.

There was a lap child on the flight but she did not see the child during the evacuation. She recalled the child's grandparents (who were seated in 3E and 3F) evacuated from door 1L. She did not see any disabled passengers during the evacuation. She had completed her most recent recurrent training in April 2013.

F/A L1B agreed to review video footage of the evacuation captured by the tower camera C225. She identified herself (and her colleagues) coming off of the airplane in a group about 11:31:15.

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<sup>4</sup> F/A R1's husband was seated in seat 3A for landing. He moved there at 10,000 feet from another cabin seat.

**Interview:** Mr. Yoo Tae Sik, F/A L2A (Door 2L, Aft-facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1432-1521  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 42      **Height:** 170 centimeters      **Weight:** 68 kilograms

Flight Attendant Yoo Tae Sik (F/A L2A) had been employed as a flight attendant with Asiana Airlines for 14 years 10 months. He was certified as a cabin manager, but was working as “Travel Senior” on this flight, in charge of the economy class cabin. Everything was normal during the flight. He checked both aisles of the entire economy class cabin for seatbelt compliance prior to landing. About 5-6 seconds prior to impact, he felt the airplane speed up. He felt “this is not right” so he looked outside the passenger windows. He felt the airplane was too low (approximately 4-5 meters above the water) and knew something was wrong. He braced for impact by sitting up straight and putting his hands beneath his thighs and screamed at F/A L2B to “hold on!!” He and F/A L2B were thrown toward the 2L door. He made contact with the door. After the airplane stopped he immediately believed that it was an emergency. He made an announcement for passengers to wait and remain seated while he assessed the conditions.

He heard F/A R2A screaming for help. He unfastened his seatbelt without difficulty and went over, and saw F/A R2A trapped on the floor by the 2R slide/raft which had inflated into the cabin. She was on the floor with her legs pinned by the slide. He pushed the slide trying to free her but realize that it was beyond his capabilities. He also saw fire and smoke outside the 2R window and left F/A R2A there because he felt the evacuation of the passengers took priority. He did not recall any fire or smoke inside the cabin at that point. He told F/A L2B to check conditions outside the 2L door. He heard the cabin manager make an announcement for passengers to remain calm and stay seated. He thought she must not be aware of the conditions in his area. He “pushed [F/A L2B] toward the cabin manager to stop the announcement.”<sup>5</sup> There was no signal to evacuate from the captain. F/A L2A initiated the evacuation and said the door was easier to open than in training. The slide/raft inflated quickly. He made an announcement to evacuate in Korean and English.<sup>6</sup> He stated the airplane was not equipped with an evacuation alarm. The passengers in B-zone moved quickly to evacuate. Some passengers had backpacks with them but he did not see anyone with a large suitcase. He also did not see anyone delaying the evacuation by retrieving luggage. At one point there was a temporary “blockage” on the slide/raft about 1/3rd of the distance from the bottom. The slide/raft was not as steep as normal and people were struggling to get off. He did not hear any announcements from the flight crew.

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<sup>5</sup> He did not see her again until they were outside the airplane.

<sup>6</sup> He stated that using two languages was standard procedure. He believed that many of the Chinese passengers spoke and understood English and believed they understood the commands.



A ceiling panel had fallen in the door area; he threw it out the 2L door after he opened it. After completing the evacuation of the B-zone, he ran aft to check for more passengers. There was already white smoke in the cabin but he noticed that the emergency floor lighting was illuminated. He got to approximately row 15 in B-zone when he saw a lot of people milling around in the C-zone. Some were trying to retrieve their bags. He yelled at them to “Come here!!” in Korean and went back to door 2L to help them out. The last 4-5 rows of B-zone began filling with a lot of black smoke. He stated that the B-zone seats were all intact and appeared undamaged. No overhead bins had fallen but oxygen masks did drop.

He thought all the passengers had evacuated so he went back to F/A R2A. He needed something to puncture the slide/raft but he looked in a galley cart for a knife and could not find anything and he did not have a lot of time. He went to the 2L door and looked outside, he saw the captain and yelled at him to help, but the captain did not hear him because there was a lot of noise. Eventually the “copilot” saw him and ran up either the 1L or 2L slide/raft – he could not remember which. He recalled that visibility was 0.5 to 1.5 meters at that time. He never saw flames inside the cabin. He was having a hard time breathing because of the heavy black smoke, so he obtained a PBE from either door 1L or 1R. He was able to get it out of its container, “but it was so hard to detach the buttons” - he had a very hard time opening the neck of the PBE itself to don it. He noted that the PBE used in training was already open and was, therefore, easy to don. He eventually succeeded in getting it on but said it took “so long.” He tried to go to door 2R but visibility was less than 1 meter and was ordered by rescue personnel inside the airplane to evacuate. He took the PBE off and threw it away feeling it was “useless.” He never got a fire extinguisher because there was not time and he never saw any flames inside the airplane. When he evacuated from door 2L F/A R2A was still trapped by the inflated slide/raft.

Once outside he tried to assist with injured people on the ground. He did not see any injured people on the ground near the 2L slide/raft. He did not see the infant or the unaccompanied minors during the evacuation but found them outside and they were uninjured. There were several passengers who required wheelchairs to get to the airplane but they all walked down the aisle to their seat. They were not seated in his zone but he helped with their baggage. He did not go to a hospital and was not injured. He received some oxygen because he inhaled a lot of smoke. He attended recurrent training in May 2013 and had opened the door during training.

**Interview:** Ms. Kim Ji Youn, F/A L2B (Door 2L, Forward-facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1752-1838  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 32      **Height:** 169 centimeters      **Weight:** 54 kilograms

Flight Attendant Kim Ji Youn (F/A L2B) had 7.5 years of experience as a flight attendant with Asiana Airlines. She stated that the cabin manager gave a long briefing prior to the flight. She briefed specifically about emergency equipment and procedures. She directed the cabin crew to check their emergency equipment. She stated she flew with her at least 3 times a month. There were four pilots on the cockpit crew, the captain's brief primarily concerned security. He also talked about the safety equipment and terrorism.

There was not anything unusual about the flight. In preparation for landing her duties were to check the business class passenger cabin, seatbelts, lavatories, galleys and aisle. This airplane's A-zone had a three-point seatbelt (with a shoulder harness). She then watched the aisle until landing. After the landing signal she took her jumpseat and performed a 30 second review. She was watching the aisle of business class and thought that the descent rate felt very fast. She stated it was normally smooth but this day it was descending and coming down faster.

Right after the first impact she did not think it was an accident but then suddenly she could not open her eyes because of the dust in the cabin. It seemed to be coming from behind her. F/A L2A made a P/A announcement to "hold on a second" and ordered her to look outside and assess conditions. She did but did not see anything to report. Inside the airplane the passenger oxygen masks had dropped, but the masks at the jumpseats had not. Many ceiling panels had fallen on the floor, at row 10 and 11. She began to check on passengers in B-zone.

F/A L2A told her that there was a fire outside by the 2R door and ordered her to report the information to the cabin manager who was making an announcement. She tried shouting but the cabin manager could not hear her because she was doing her announcement. She went up to tell the cabin manager about the fire and heard the captain command the evacuation. She saw the cabin manager open the 1L door and they evacuated the passengers. She checked the cabin to make sure all of the passengers were gone. She saw that the 2R slide/raft inflated inside the airplane. She did not see anyone at door 3R. She did not notice any damaged seats but there was a lot of debris on the floor. There was a lot of dark gray smoke with a lot of dust and it was very difficult to see. She did not see the family with the lap child evacuate. She did not see the unaccompanied minors evacuate.

F/A R1's husband was looking for her. They found her in her jumpseat stuck in the slide/raft. He pulled her out from behind the slide/raft and FA L1B helped her evacuate with him. F/A R1's husband came down after them. Once outside she helped at the bottom of the slide by directing people away from the airplane. She helped people off the slide/rafts at the 1L

and 2L. She also helped injured passengers. She said she grouped passengers together far from the airplane. She did not have any injuries, she was just sore.

**Interview:** Ms. Kim Yun Ju, F/A R2A (Door 2R, Aft-facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1544-1639  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 25      **Height:** 165 centimeters      **Weight:** 58 kilograms

Flight Attendant Kim Yun Ju (F/A R2A) had been employed as a flight attendant by Asiana Airlines for 13 months and had no previous flight attendant experience. She was scheduled for her first recurrent training on July 15, 2013. The preflight briefing was normal, as was the cockpit briefing. The flight was pleasant and uneventful with no irregular situations. After she heard the signal to prepare for landing, she performed her safety and security check and took her jumpseat at the 2R door. While she was waiting for touchdown, she was looking down toward the rear of the airplane. She thought the velocity before the first impact was too fast, faster than usual. At first it felt like a hard landing.

After the first impact she sensed something fall to her right, and realized it was a galley container that was moving toward the passengers. She stuck out her right leg to try to stop the container. She saw the oxygen masks drop in the cabin and heard the sound of the engines increasing speed. She thought the airplane had been ordered by air traffic control to go around. With the second impact, the slide/raft cover fell off of the 2R door and the slide/raft inflated into her inside the cabin. The second impact was much more severe than the first.

Her left foot and right leg were stuck under the slide/raft and she could not pull them out. She unbuckled her jumpseat harness and tried to get out from under the slide/raft but could not, so she yelled for help to F/A L2A. He came over from 2L to help, and observed fire outside. He went back to 2L and initiated the evacuation with an announcement. She was stuck under the slide/raft, but F/A L2A was focused on the evacuation. She felt badly that she could not help with the evacuation. She tried to puncture the slide/raft using a ball point pen and tried to use an empty bottle to create space in the slide/raft material so she could get her legs out but it did not work. She did not see very much smoke from her position on the floor or have trouble breathing, but she was on the floor.

A pilot approached her and tried to puncture the slide/raft but could not. He did succeed in getting her left foot free. She thought most of the passengers were off of the airplane by this time. Cabin Manager Lee and a pilot (she could not recall if it was the same one) approached her and succeeded in puncturing the slide/raft. She felt like she was going to pass out. She noticed that Cabin Manager Lee seemed to be having trouble breathing due to the smoke. She thought that everyone else had evacuated the airplane and she was afraid she would be the last one and die. She exited through the 2L door with the cabin manager and the pilot and believed that they were the last ones off. She never opened her door.

F/A R2A approached her and a rescuer helped her away from the airplane. She went to Kaiser Hospital and was diagnosed with a small fracture of her right tibia and contusions on her

legs, chest, and neck. Her ribs were also very painful. She recalled two wheelchair passengers (two female family members) were seated in 12J and 12K.

**Interview:** Ms. Han Woo Lee, F/A L3 (Door 3L, Aft-facing), Asiana Airlines  
**Date/Time:** 09 July 2013, 1315-1415  
**Location:** Asiana Crew Room, Holiday Inn - Civic Center, San Francisco  
**Representative:** Declined  
**Present:** Jason Fedok (NTSB), Emily Gibson (NTSB), Kathryn Reneau (FAA), Mr. Jin Kyung Oh (KARAIB), Mr. Il Jo Hyun (Asiana Airlines)

**Age:** 29      **Height:** 172 centimeters      **Weight:** 58 kilograms

Flight Attendant Han Woo Lee (F/A L3) had 3 years of experience as a flight attendant with Asiana Airlines. She also had 2 years of previous experience with China Southern. She had flown with the cabin manager before and reported that the cabin manager usually gave a very thorough briefing and emphasized that flight attendants must follow their manual.

Everything was normal in the cabin during the flight, other than some issues with controlling the cabin temperature in rows 19-29. It was cold, however, it changed to normal just before landing. Her area of responsibility was B-zone. She checked the B-zone prior to landing to ensure seatbelt compliance. She stated there were 2 unaccompanied minors and 1 infant. She checked the overhead bins and cabin shades before checking seatbelts. Several passengers had not fastened their seatbelts and she ensured they did before she sat down on her jumpseat at door 3L and fastened her seatbelt. She also checked the lavatories and no one was inside.

She felt a “crushing” sensation just before touchdown and saw the oxygen masks drop from the passenger service units (PSUs), but her mask did not drop. She heard passengers crying and thought “I’m dead.” She felt the airplane “take off again” and then another “crushing” sensation when they hit the ground and stopped. She thought that she may have passed out for a few seconds. When she opened her eyes, her seatbelt was still fastened and she saw a passenger leaned over into the aisle. Her jumpseat did not break. Because it was a “very bad situation” she wanted to evacuate but the cockpit did not give a signal which she thought was strange.<sup>7</sup> She was confused because she heard the cabin manager make an announcement. She tried to make a P/A announcement to say evacuate but the interphone did not work. She could not hear her own voice. She had no difficulty opening her seatbelt and she tried to open her door, but it did not work. The door handle rotated 80-90 degrees and then stopped and would not move any more. The slide/raft did not inflate.

She heard evacuate from F/A L2A – she recognized his voice. She did not recall seeing emergency lights inside the airplane. She saw light coming from the door 3R area, and saw passenger 30K that she believed had opened the door. Passengers were asking for help to find their cell phone, glasses, etc. and she said “That’s not important, go!!” Passenger 30K said, “Do you want to die?! Go!” People were not going quickly because there was no slide/raft at door 3R.

It was difficult to see in the cabin. She saw the passenger in 29D and he was very injured. He was leaned over into the aisle, staring into her eyes. He was an elderly man and

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<sup>7</sup> She stated that the “priority” for making the evacuation decision was cockpit crew and then cabin manager but anyone on the crew could initiate an evacuation on their own if there was a lot of damage in the cabin.

very large, and had blood on his head or face. He was blocking the aisle so other passengers could not pass, and she asked the man in the white shirt to help her. He nodded his head yes but was interrupted by passengers so she pushed the elderly man up so others could get out.<sup>8</sup>

She could hear F/A L2A in the B-zone yelling for passengers to “Come this way!” so she began directing passengers to both door 3R and 2L. She recalled seeing the cabin manager back in C-zone around this time. She saw 10-12 group members trying to get their bags out of the overhead bins. She yelled at them to get out. She noticed some people stayed, two man/woman couples in the center in the last 3-4 rows. She yelled at them in Korean because she thought they would understand that. One man said “My wife’s legs are stuck.” She made her way to the back, but there was a lot of large obstructions and debris in the aisle.<sup>9</sup> She helped the man raise one of his wife’s legs, but the other was stuck. He asked her for a knife to try to cut her free, but she did not have one and did not have time to get one from the galley. He then kicked and punched the seat, breaking it forward, so the woman could get out. The woman said that she thought her leg was broken and could not move.

F/A L3 said it was hard to breathe and saw a light in the back of the airplane. She went that way to try to get help. She went out the back of the airplane and realized it was on the ground. She saw a fire engine shooting water on the airplane. She went back inside and saw a female firefighter with the woman with the broken leg. She heard her call on the radio for help for the injured woman. She recalled the firefighter was in yellow and wearing a facemask. She yelled at two Chinese passengers still in their seats, telling them to get out. The man told her that the woman had passed out. She slapped the woman in her face and she opened her eyes. She saw a woman rescuer and she asked her to help them. It was hard to breathe due to the smoke and dust so she went outside to try to get help.

She saw two groups outside, one near the tail and one in front. She went to a vehicle and was directed to get away from the airplane. She could not go back inside. After she was off the airplane, she heard it explode. Her heart was pounding very fast so she went and sat in the shade with F/A R2A who had hurt her leg. She saw passenger 30K outside, he sat down next to her. She felt he was a hero. He had injured his side. He offered her his cell phone so she could call her family. The aft cabin crewmembers were all injured, so just she and passenger 30K evacuated c-zone.

When asked about her injuries she said her sternum was painful and it was hard for her to breathe. She was unsure about any broken bones. She had bruises on her leg and her neck and chin were scratched.

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<sup>8</sup> She came back to the passenger’s seat later in the evacuation but he was no longer there.

<sup>9</sup> There was a lot of debris in the airplane. She lost her left shoe during impact, and her foot was hurting from walking on the debris when she was evacuating passengers. She found a large man’s right shoe on the floor in the cabin, put it on her left foot, and wore it for the rest of the event.